

ER of the future: Open Space



Leaf Technologies Group
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Objective

- To provide information to patients regarding their current visit to the ER
- Educate patients about their condition and processes to be done
- To facilitate communication between patients and providers
- To offer entertainment to the patient and/or family who is waiting
- To create a space in treatment rooms that patients can interact with using remote or infrared control

Problem Space

➤ Unused Wait Time

- “I could be doing something else...” (Boredom)
- “When will I be seen?” (Anxiety)
- “What happens next?” (Uncertainty)

➤ There is deficient communication between healthcare providers and patients in the ER.


Problem Definition

There are several more reasons to the problem:

- Technical language may confuse patients
- Patients in distress and pain, not the best circumstances to listen to the hospital staff at the time of triage or treatment
- Lack of tools that facilitate communication with patients in a more basic level

Open Space

Open SpaceSM provides a multimedia interactive screen that can be used to play educational videos, display important messages, and communicate with friends, family and healthcare providers. Not only will this communication centered tool provide a new patient-provider dynamic in the emergency room, we propose to leverage a new business model for self-service and provider generated content (e.g. YouTube or Wikipedia).

The background of the slide is a solid blue color. In the bottom right corner, there are several faint, concentric circles that resemble ripples in water, adding a decorative element to the design.

Solution Approach

Open Space is an interface that:

- Facilitates communication between patients and healthcare providers
- Provides information to patients about their current visit to the ER
- Educates patients about their medical condition and planned procedures
- Offers entertainment to the patient and/or family who are waiting

Open Space - Self-service mode

OpenSpacesmTuesday, December 2nd, 2008

OpenSpacesm TV

Health Net
Your Nurse would like you to watch these videos.


Pancreatitis Information (2 min)


Lumbar Puncture
Informed Consent Video (2 min)

Monitors
Blood Pressure : 149^{sys} / 60^{dia} ?
Heart Monitor : 90 hb/min ?

Next Dose of Medicine: 1 hr 18 min

OpenSpacesm Channels
Health Net **Watch TV**
Games **Second Life** ?


Patient Progress
Average Treatment: 3 hr 45 min
Triage **Treatment** **Planning** **Discharge**


Open Space - Provider mode

OpenSpacesmTuesday, December 2nd, 2008

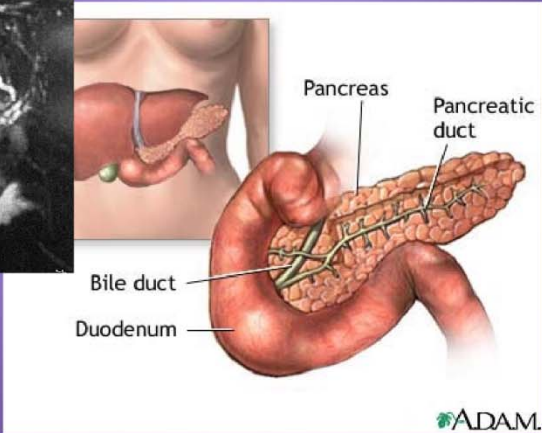
OpenSpacesm TVMonitors

Provider.Mode



4620
41
No cut

Steno 1.5T
26.0 cm
nmthw/O.sp




Pancreas

Pancreatic duct

Bile duct

Duodenum

ADAM.



Maria Sanders RN

?

?

V

Life

?

Discharge

Patient History

Close (X)

Pictures from Demo Day



Opportunities

There are many potential opportunities for Open Space to evolve into a business model:

- Potential for more advanced self-service features, pay-per-view, special advertisement and education applications
- Advanced customer service and marketing potential such as surveys, patient suggestions, testimonials to integrate with existent business practice

Challenges

The challenge for this tool to be successful is two fold.

- One, it would need to mesh with the various computerized systems in hospitals. It would also need a large amount of content to be prefabricated before a kind of Wiki service could be implemented, where providers could begin adding and editing their own.
- Other challenges, some which come up during the presentations were questions about whether or not this application might reduce personal provider communication with patients or how a seeing impaired individual would interact with the interface.

Contact information

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Future Directions

- testing the prototype with users and moving into a planning and implementation stage
 - what would there need to be to interface this application with current systems?
 - Does there need to be an industry standard to get everything working together?
 - Who would be interested in this application?
 - And how much would this benefit the provider in terms of a return on investment?
- We believe that if this application is shown to improve customer satisfaction and attracts patients to one hospital over others, there could certainly be a large need and desire for Open Space.